



POST
OFFICE



Chief Executive
Aberdeenshire Council
Woodhill House
Westburn Road
ABERDEEN
AB16 9SH

3 January 2011

Dear Sir/Madam

Newtonhill Post Office[®]
Previously located at: 28 Skateraw Road, Newtonhill, Stonehaven, AB39 3PT

Public Consultation – Service Re-opening

I am writing to let you know that, in order to restore Post Office services to our customers in Newtonhill, we are proposing to introduce a Hosted Outreach service which will operate just over 300 yards along the road from its previous location at Newtonhill Pharmacy, 1 Skateraw Road, Newtonhill, Stonehaven, AB39 3PU.

The branch closed temporarily in December 2010 due to the ill health of the subpostmaster. Since the closure of the branch was announced, we have been actively working in the area to find an alternative way of providing Post Office services to our customers in the local community. Our priority is to safeguard Post Office services in the longer term and the establishment of a Hosted service presents the best possible solution to enable us to restore Post Office services to Newtonhill.

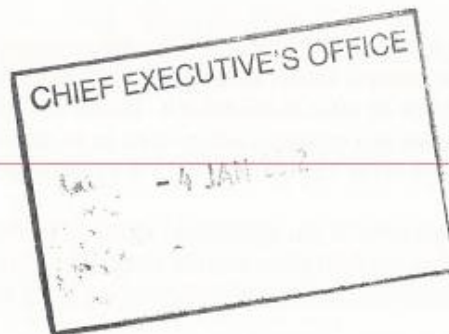
I am therefore pleased to inform you that a nearby subpostmaster has been identified, providing us with the opportunity to offer Post Office services from the Newtonhill Pharmacy, in Newtonhill. The hosted service will be provided by our subpostmaster from Laurencekirk Post Office, on Friday from 14:00 to 16:00, and will offer the same range of Post Office products and services with the addition of Euro/Dollar On Demand Bureau De Change. Full details of the proposed new service, including range of facilities, opening hours, route and access, are provided at the end of this letter.

We want you to tell us how this change will affect you and our customers. We welcome all comments and feedback, and will make changes to our proposal where we can. We would particularly like your views on the following questions:

- Do you have any comments about the proposed day of service?
- Do you have any comments about the proposed opening hours?
- Do you have any comments about access and facilities at the new location?
- Are there any local issues specific to Newtonhill you would like us to consider?



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If you want to let me know your views, please write to me via the National Consultation Team at the address shown below. Other people in your organisation may be interested in this proposal, so please let them know about it. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". If you do want to write to me 15 February 2011 is the closing date for all enquiries.

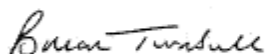
I will write to you again when consultation finishes and we have considered all feedback to let you know our final plans and the proposed day the new service will open. We will make sure our customers know what's going to happen by displaying a poster locally.

We have looked at a range of information specific to the local area before putting our plans into consultation, including access to public transport, the route and access to other branches, local population figures and other facilities available in the area.

We're carrying out this consultation in line with our Code of Practice. There's more information about the Code at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



Brian Turnbull
Field Change Advisor

How to contact us:

✉ National Consultation Team
Post Office Limited
PO Box 1138
ST. ALBANS
AL1 9UN

☎ consultation@postoffice.co.uk

For further information contact:

☎ Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55

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Post Office Limited can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the customer helpline on 08457 22 33 44 or textphone 08457 22 33 55.